Study on administration of female IPD patients during their stay into the healthcare institution

Submitted by

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MBA in Hospital Administration & Health Care Management (HA/HC)

Under the Guidance of

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Department of Management and Commerce

Faculty of Law and Management

In Partial Fulfillment of the Requirements

for the Award of Degree of

DOCTOR OF PHILOSOPHY

Estd. in 2008

बेटी बचाओ, बेटी पढ़ाओ

Jayoti Vidyapeeth Women's University, Jaipur

NAAC Accredited | UGC Approved | Recognized by Statutory Council

2023-2024

DECLARATION

I. I, Tarini Sinha hereby declare that all the statement made in this application are true, complete and correct to the best of my knowledge and belief and in the event of any information being found false or incorrect or any ineligibility being detected before or after the registration for Ph.D. My candidature is liable to be cancelled and legal action may be initiated against me.

II. I have deposited the required fee, as notified by the University regularly.

III. I have noted that if my application is found incomplete / defective, the same is liable to be rejected summarily and no correspondence will be entertained in this regard.

IV. I have read and agree with the University Revised Ph.D. Ordinance No. 14 and UGC Regulation – 2009, and all the Amend Regulations or newly passed Regulations by the UGC on or before below mentioned date.

Place:
Date:

(Signature of the Applicant)

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• Introduction

Healthcare industry is counted among the most important sectors that preserve the delicacy of humans and humanities at its peak. This medical industry can be considered as the pillar of living science as it assures the basic functioning of life with the assistance of several advanced techniques as well as equipments.

We as a human whether being male or a female, never failed restoring the needs into our lives whenever required. Specifically taking note about medical assistance sometimes we need to seek medicinal help while being present into the healthcare institutions or sometimes it's all enough being distant too.

As India / Bharat is a developing country with a lot of diversity, education, communication, sanitization and the financial status always acts as a barrier for some sort of communities, hence it's nothing under the bar that how accessible and efficient services are being provided. Despite of these above mentioned diverse barriers being a female is itself a remarkable status to mention into. Females are more prone to health sufferings as they have high probability towards acquired diseases and infections due to their physiology, anatomy and social status. Hence good health services are required whether it's basic or luxurious services money is all it requires which ultimately makes the financially weaken group of society to get debarred of these services.

Medical assistance is delivered into various patterns and phases as per requirement depending upon the type of disease, intensity or stage of disease, severity of diseases, patient's preference and attitude towards the disease etc.

Sometimes patient needs to avail the medical services while being admitted to the healthcare institutions out of their personal comfort zone that also comprises of several issues that will be discussed identified and research will be carried out for this.

This proposed research will be centered over the Patient's management and administration in relevance to satisfaction over services provided whether it is manual or equipment based such as food, beverages and water served during the IPD stay, equipment based therapies, diagnostic procedures delivery, patient's security, comfort, privacy and confidentiality, cleanliness and sanitization facilities, conservation of female dignity and status, medicine availability, nursing care, experience about healthcare institution's environment and employee interaction with patient, hospital infrastructure etc. basically this research will deal with all the probable parameters (quality as well as quantity) that should be included for the administration of female patients admitted to the IPD of Suryansh Arogyashala, Jaipur.

- # Research Aims and objectives

1. For better administration and management of IPD patients during their stay into the healthcare institution.
2. To indicate the major issues occurred during the stay period for optimum resolution and settlements.
3. To assess the research conclusions for execution.
4. Revalidation of work conducted previously.
5. To understand the importance of female health and dignity including factors involved.
6. To promote patient and family engagement in hospital by developing, implementing, and evaluating the guide to patient and family engagement.

- # Review of Literature

Ancient science is considered to be most effective and accurate into its applications till now in every field. Medicine as a branch of ancient science is still followed in its conventional form with pinches of modern sciences and equipments. Medicine is all about the diagnosis and treatment, involving medicine personnels i.e. doctors, patients and other medical personnels.
Treatment of disease is not only about achieving best output and maximum treatment value, it also involves the satisfaction level of the patient.
Satisfaction level of patients depend upon several factors such as quality of services provided by the healthcare institutions,

Previous work done:

- Assessment of patient's satisfaction visiting a tertiary health care institute in north India by Madhur Verma, Kirtan Rana, Ankita Kankaria, Ramnika aggarwal.
  In reference to this conduction it is concluded that male patients were more satisfied in comparison to the female patients and satisfied patients are more prone to follow the suggestions and also participate in promotions/referrals willingly.

- What Happens When you Ask for Feedback? Anticipating and Addressing Challenges Can Be Effective for Eliciting Parents' Views About Their Critically Ill Child's Retrieval to Pediatric Intensive Care by Victoria Barber, Ruth Evans.
  In reference to this conduction several challenges are found while obtaining feedback in a stressful and busy environment such as involving them into interview study, standardizing study administration into several sites, recognition of parents experiencing higher level of stress.

• Research methodology & materials

Selection of Patients:

Female patients shall be selected from IPD (In- Patient Department) of Suryansh Arogyashala, Jayoti Vidyapeeth Women's University, Jaipur irrespective of their age, occupation, religion, qualification and diagnosis.
Patients shall be categorized into two groups on the basis of their time period of stay into the IPD of selected healthcare institution.

Grouping of Patients:

Selected female patients from IPD shall be categorized into two groups on the basis of their stay time period into the Suryansh Arogyashala such as

Group A	IPD Stay period 2 days or less
Group B	IPD Stay period more than 2 days

Method:

- Mode of data collection: Interview method / face to face interaction/ questionnaires/ Suggestion forms/Review form/Feedback Form (online as well as offline)
- Sample population – Patient and their attendants/guardians.
- Sample size – 100 female patients (50 patients in each group, group A & B)
- Data presentation & interpretation- Tables, charts and pictures

• Ethical considerations:

- As the study requires the investigations/interventions to be conducted on selected female IPD patients, a valid consent will be obtained prior to the participation.
- Complete confidentiality of each patient's statements will be maintained.
- Protocols and policies will be followed in pure ethical way in accordance to the selected healthcare institution.
- This study is approved by the concerned ethics committee of Suryansh Arogyashala.

- **Hypothesis**

1. Patients satisfied with output hence easy administration
2. Not satisfied creating ruckus hence administration become difficult
3. Satisfied but requires special administration due to disability or other issues.

- **Limitation**

Research scholar would be limited in relevance to gender of sample as the study requires data of female IPD patients only excluding males.

- **Conclusion and Declaration:**

The study will be carried out efficiently into the pure form and will be completed within the stipulated time as well as financial limits provided by the DRD/RAC/UERC.

Collected patient's data will be used to e research in relevance to following parameters

- Patient's satisfaction over services provided whether it is manual or equip mental.
- Patient's security and comfort.
- Privacy and confidentiality maintained.
- Conservation of female dignity and status.
- Food/beverages/medicine/nursing care
- Healthcare environment and employee interaction with patient.
- Management of different type of patients from administrative perspective.

- **List of references**

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2. Barber, V., Evans, R., Ramnarayan, P., Wray, J., & PhD on behalf of the DEPICT study team (2023). What Happens When you Ask for Feedback? Anticipating and Addressing Challenges Can Be Effective for Eliciting Parents' Views About Their Critically Ill Child's Retrieval to Paediatric Intensive Care. *Journal of patient experience*, *10*, 23743735221143949. https://doi.org/10.1177/23743735221143949

3. Jallow, F., Stehling, E., Sajwani-Merchant, Z., Daniel, K. M., Fulda, K. G., Espinoza, A. M., Gurses, A. P., Arbaje, A. I., & Xiao, Y. (2023). A Multisite Qualitative Analysis of Perceived Roles in Medication Safety: Older Adults' Perspectives. *Journal of patient experience*, *10*, 23743735231158887. https://doi.org/10.1177/23743735231158887

4. Strøm, C., Stefansson, J. S., Fabritius, M. L., Rasmussen, L. S., Schmidt, T. A., & Jakobsen, J. C. (2018). Hospitalisation in short-stay units for adults with internal medicine diseases and conditions. *The Cochrane database of systematic reviews*, *8*(8), CD012370. https://doi.org/10.1002/14651858.CD012370.pub2

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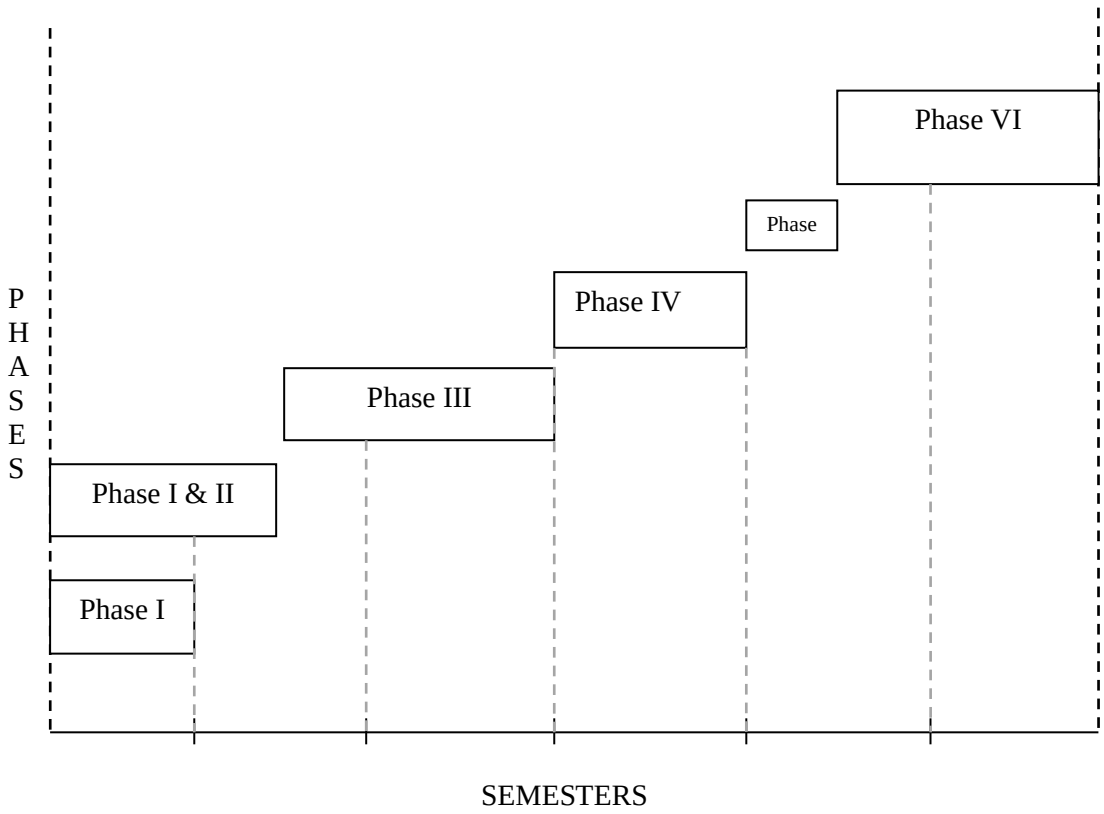
Gantt chart submission

Sr. No.	Particulars	Approximate time requirement
1.	Literature survey	6 months
2.	Synopsis writing	2 months
3.	Data collection & Data verification	8 months
4.	Data processing & analysation	6 months
5.	Resulting & conclusion Drawing	4 months
6.	Thesis writing	10 months



India's First State Private Women's University

JAYOTI VIDYAPEETH WOMEN'S UNIVERSITY

ज्योति विद्यापीठ महिला विश्वविद्यालय

Directorate of Research & Development (DRD) where Research work will be carried out:

The Synopsis of Miss. Tarini Sinha is in order, approved and recommended by DRD and

Forwarded to Dean or Director of Faculty of Law and Governance for consideration of registration for the Degree of Doctor of Philosophy in the Study on administration of female IPD patients during their stay into the healthcare institution.

Place: **Signature with Seal of the Director, DRD**
Date:

Dean/Director of Faculties

Recommendation of the Dean or Director, Faculty of Law and Governance

The Synopsis of Miss. Tarini Sinha is in order, approved and recommended by Director, DRD and forwarded to UREC/RAC for consideration of registration for the degree of Doctor of Philosophy in the Study on administration of female IPD patients during their stay into the healthcare institution.

Place: Signature with Seal of the Dean or Director of Faculty of Law and Governance

Date:

Place: Signature with Seal of the President, Jayoti Vidyapeeth Women's University

Date:

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University Research Evaluation Committee(UREC)/Research Advisory Committee(RAC)

Recommendation of the Chairman, UREC/RAC , *Jayoti Vidyapeeth Women's University, Jaipur.*

The Synopsis of Miss. Tarini Sinha is duly approved on the recommendation of for registration in the program Doctor of philosophy in the Study on administration of female IPD patients during their stay into the healthcare institutions of jaipur.

Place: **Signature with Seal of the Chairman UREC/RAC**
Date: